# A user guide to International Tracked and Secure Services

Providing information and security for our international contract customers.





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### International Tracked & Secure Services

International Tracked and Secure Services is made up of two separate products: Contract Airsure $^{\otimes}$  and Contract Signed For $^{\mathbb{M}}$ .

### What is Contract Airsure™?

Contract Airsure® is a fully tracked service from posting to delivery overseas and offers a discount to international contract customers from our standard rates.

### What is Contract Signed For®?

Contract Signed For™ is a secure service where a signature is taken when the item is delivered. All items are tracked to departure from UK with end to end tracking being available to many of the key destinations. It is available to international contract customers at a discounted rate.

To qualify to use these services you must spend a minimum of £5,000 per annum across the International Contract Services portfolio.



# Step by step guide

Everything you need to know, from addressing to despatching your secure and tracked items.

### Step 1: getting ready

### Check what you're sending

This service can be used to send any item provided it falls within the guidelines below.

### Prohibited and restricted items

There are certain prohibited items which you must **not** send. What is prohibited or restricted varies from country to country, and can sometimes include apparently ordinary things. If you are unsure about anything, please contact your local Royal Mail Sales Centre on **08457 950 950**. Or visit www.royalmail.com/countriesAtoZ

### Dangerous items and substances

You must **not** send dangerous items and substances by any of Royal Mail's international services. Major classes of dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals, etc. Please note – aerosols cannot be carried in the postal network. Classifications of dangerous items and substances may change so please check with your local Royal Mail Sales Centre on **08457 950 950**. Or visit www.royalmail.com/prohibitions

### International Weight and Size Limits

Items must be within certain size and weight limits. Items that exceed these limits may be sent through Parcelforce Worldwide. Please go to www.parcelforce.com for more information.

### Items in the form of a letter or packet:

Minimum: One surface at least 90mm x 140mm. Maximum: Length plus depth plus width 900mm. No single side must be longer than 600mm.

### Postcards:

Minimum: 90mm x 140mm. Maximum: 120mm x 235mm.

### Items in the form of a roll:

Minimum: length plus 2 x diameter should be at least 170mm.

Maximum: Length plus 2 x diameter should not be more than 1040mm.

Length not over 900mm.

No single side can be shorter than 100mm.

### Individual item weights

The maximum weight for an individual item is 2kg. However, you can send books and pamphlets, i.e. any papers 'bound' together, up to 5kg. Items between 2kg and 5kg in weight which contain books or pamphlets must be marked **Printed Papers** in the top left hand corner on the front of the item. You should not include personal correspondence with these items.

### Please note

Exceptions to the information above:

- → Ireland only books can be above 2kg up to the limit of 5kg.
- → Cambodia no items above 2kg.
- → Canada no items above 2kg.

# Step by step guide

### Step 2: addressing

### How to address your tracked and secure items

Please address your mail as clearly as possible. Pages 23 and 24 show sample addresses for most European countries and many others too.

There are a few basic rules to follow to help us get your items to their destination safely:

- → All mail must have a valid country on the last line of the address. This must be in English and not abbreviated (although USA is acceptable). There must be nothing else on the last line of the address apart from the country name. Items which do not have a valid destination country will be returned to sender for amendment.
- → The town and country should be in capital letters.
- → Many countries operate a postcode system. A valid postcode must be included in the address for these countries.

### Step 3: preparing your mail

Firstly you will need to separate and present your items destined for the EU from your other items.

### Countries falling within the EU are:

Austria	Estonia	Italy	Portugal
Belgium	Finland	(except Vatican City)	Romania
Bulgaria	(except Aland Islands)	Latvia	Slovak Republic
Croatia	France	Lithuania	Slovenia
Cyprus	Germany	Luxembourg	Spain
Czech Republic	Greece	Malta	(except Canary Islands)
Denmark	Hungary	Netherlands	Sweden
(except Faroe Islands and Greenland)	Ireland	Poland	

Other destinations that sit within Europe but are VAT exempt and therefore can be sent as a Rest of World selection include:

Andorra

Gibraltar

San Marino

For a comprehensive list please visit: www.hmrc.gov.uk/vat/managing/international

Secondly, you must bundle your letter and flat format mail separately as these services are priced by format. The format definitions are as follows:

	Letters	Flats	Packets
Max size	245 x 165mm	381 x 305mm	Anything exceeding the maximum size, weight and thickness of a Flat (see left). For maximum dimensions see page 5.
Max weight	100g	500g	
Max thickness	5mm	20mm	

# Step by step guide

### **PPIs and Airmail Indicators**

### Printed Postage Impression (PPI)

Each PPI design, examples below, has its own specification that has to be followed when you produce your artwork. Each PPI is made up of two components: the delivery speed indicator and the "Delivered by Royal Mail" mark. The dimensions of the delivery speed indicator graphic must not be altered and must be one of the four sizes permitted. The text with the delivery speed indicator, e.g. "Postage Paid" and the initials "GB" and PPI licence details text in the PPI design, must not be altered other than to insert the PPI licence number and, where appropriate, a town name. All other text must remain fixed.

Both components must appear on the mailpiece for items being sent to addresses in the UK. For items being sent abroad, you can choose not to include the "Delivered by Royal Mail" mark within the PPI, but you must have the delivery speed indicator.

You can select from four sizes of PPIs. Full details on PPIs are available at www.royalmail.com/ppi

### Example of an English PPI with both components





### Example of an English PPI with only delivery speed indicator



- → PPI licence details: Please note that "SOUTHAMPTON 2500" provides an example of where your PPI licence number should appear. Please replace this text with your PPI licence number. The PPI licence details must always appear below the words "Postage Paid" and the initials "GB". The PPI licence number must always appear after HQ if you are using a national PPI licence, e.g. HQ 2500, or after the town name if you have a local PPI licence, e.g. "SOUTHAMPTON 2500".
- → Postage Paid GB: The words "Postage Paid" and the initials "GB" must appear in all PPI designs irrespective of which PPI you are using and the destination of your mail.

### Airmail Indicator

All items must display an airmail indicator or display the words Par avion or Prioritaire. This should be positioned as close as possible to the top left hand corner on the front of the item.

Failure to apply a Priority Airmail indicator may result in your mail being delayed. Airmail indicator images are available at www.royalmail.com/trackedandsecure



### Tracking Labels

Next you will need to apply the appropriate barcoded label to each item (for further details on this, see the service specific information on page 14 for **Contract Airsure**® and page 18 for **Contract Signed For**®).

To automate the label production and manifest process we recommend using Despatch Manager Online, as this can save time and streamline the mailing operation by:

- → Producing barcoded address labels complete with PPI, Airmail Indicator and Return Address.
- → Eliminating the need to complete lots of paperwork.
- → Providing a searchable record of despatches.
- → Issuing automatic updates to the software.
- → Providing an automated link to Royal Mail's electronic billing system.

If you are interested in this software please contact us on **08457 950 950** or visit: <a href="www.royalmail.com/rmdmo">www.royalmail.com/rmdmo</a>

### Do I need a customs form?

If you are sending an item to a destination outside the European Union, it will need a customs label if it is either:

- → An item of commercial value.
- → The item contains goods or gifts.
- → For printed paper it is advisable to add customs declaration.

For items up to and including a value of £270 attach a signed, completed CN 22 form (shown on page 10) to the front of the item. For items with a value over £270 use a CN 23 form in a plastic wallet (stock item code: SP 301) and attach a commercial invoice. On both you will need to sign to certify that the item does not contain any dangerous articles, prohibited by postal regulations.

# Step by step guide

CN 22 – For use with items up to a value of £270



**CN 23 –** For use with items over a value of £270



Customs declarations can be ordered by contacting Royal Mail Sales Centre on **08457 950 950**, or you can download templates from www.royalmail.com/customs

### Who pays customs duty?

Customs charges are the responsibility of the recipient. For current rates and categories, please contact the Department for Business, Innovation & Skills on **0207 215 5000**, and ask to speak to the relevant country desk.

### Return address

If you would like your undeliverable items returned, please put your UK return address on each item and ensure there is a company identifier e.g. company name or logo. We will return any undeliverables free of charge. A return address of any other country is not permitted according to UPU (Universal Postal Union) regulations.

Apart from the addressee no other overseas address should appear on the item.

### Step 4: the paperwork

Once you have sorted, bagged and labelled your items, you must either: a) Complete a Despatch Receipt (form P6565) which details the individual items posted by service and their corresponding barcode. The upper copy of which is then placed in the priority service pouch or mail bag.

Submit a sales order from the Online Business account system (OBA) detailing the quantity and average weight by format and by zone.

b) If using Despatch Manager Online simply complete the end of day procedure. Your mailing paperwork will be created automatically.

OBA is the customer billing facility for all of our account customers where you submit sales orders electronically online. For further information go to www.royalmail.com/oba

Benefits of OBA include:

- → Streamlined billing and online payment.
- → Easy yet secure access to your records.
- → Fast and easy account management, all in one place.

### Work out the costs using the Rate Card

To calculate the cost of your mailing, please refer to the rate card for the service you wish to use. Costs are calculated by adding together the cost per item plus the cost per kg for the format of your mail **based on the following criteria**:

- → Letter: Maximum size = 245mm x 165mm & 5mm thickness. Max weight = 100g.
- → Flat: Maximum size = 381mm x 305mm & 20mm thickness. Max weight = 500g.
- → Packet: Maximum size = standard maximum dimensions.

  Max weight = 2kg unless the items are printed material.

Note: on page 25 there is a list of all the product codes.

A price calculator is available at <a href="https://www.royalmail.com/trackedandsecure">www.royalmail.com/trackedandsecure</a>

## Step by step guide

### Step 5: despatch

Tracked and Secure mail must be posted either via a Priority Services pouch or mail bags.

If using the priority service pouch (stock item: SS950), you must secure it with a blue tamper-proof seal (SS956).

If using our mail bags, they need to be secured with a blue bag tie (SP61). Make sure all bags are tied around the neck with the fully completed bag label (P6668C) shown below affixed.



You must use different bags for your EU traffic to that destined for the Rest of World, however each bag can contain a mixture of formats as well as **Contract Airsure®** and **Contract Signed For™** items. Please note, if you post directly into our international mail centre (HWDC) you must use separate bags for Airsure® and International Signed For™ items.

Finally, for Health and Safety reasons a mail bag, including all its contents, must not weigh more than 11kgs.

### Collection

If you have a local daily collection of mail then your tracked and secure items can be collected at the same time.

If you require a collection, please contact us on **08457 950 950** to arrange this.

### Order more supplies

Once you've completed your mailing, you may need to replenish your stocks of bags, bag ties / seals, labels and customs forms ready for your next mailing. Please contact your Royal Mail Sales Centre on **08457 950 950** for more supplies or go online at www.royalmail.com/mailsupplies

Please allow 72 hours for the delivery of stock.



# Contract Airsure® in detail

International Contract Airsure® is a priority tracked service. It is available to selected destinations only.

In addition it offers compensation options up to £250 (and for some destinations, £500).

### It's fast

Contract Airsure® receives priority handling in the UK and abroad, and is generally a day faster than standard airmail.

### It's secure

Your mail travels through a separate and secure network in the UK and abroad with proof of posting provided as standard. You can even send valuables, as long as the destination country permits. For more information on what can and can't be sent, visit our website at: www.royalmail.com/trackedandsecure

### It's reliable and consistent

Independent quality-of-service performance checks are carried out by the International Postal Corporation (IPC) on a regular basis. Items are then delivered by domestic postal operators giving you a cost effective service.

### Your orders are fully tracked

You will be able to see where your package is every step of the way. Our system provides visibility and peace of mind by tracking and following the progress of your item up to the point when it's delivered. To track the progress of an item visit <a href="https://www.royalmail.com/trackdetails">www.royalmail.com/trackdetails</a>

### If it can't be delivered, it'll be returned to you

If you include a return address on your item, mail that can't be delivered will be returned secure and free of charge by express service, tracked right back to your local delivery office.

### Checklist for manual postings

**1.** Apply Airsure® barcoded labels (P6522) to each item as well as CN 22 customs declaration, if appropriate, for non-EU items.

2. Place all your Airsure® items in either a priority service pouch or mail bag. If using a mail bag use one for EU items and another bag for Rest of World.

3. Complete Despatch Receipt (P6565) and place an upper copy in the priority service pouch (SS950) or mail bag. Ensure that the despatch receipt matches the items in the bag / pouch. The collection driver signs the customer copy as a proof of posting.



- **4.** Seal either the priority service pouch using blue tamper-proof seal (SS956) or tie the mail bag with a blue bag tie (SP61) and bag label (P6668C) fully completed and affixed.
- **5.** Complete the OBA sales order and hand over to the driver together with your mail.

In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA contingency plans followed.

In the event you hand over your mail to the Post Office directly, repeat the steps 1–3 above but do not seal the bag.

### Despatch Manager Online checklist

**1.** In addition to applying the barcode labels an International Airsure® flash label (P6486) must be applied to each item to ensure it is handled correctly abroad.



- **2.** Print off and complete a collections manifest, to be signed by the driver, along with a confirmed sales order.
- **3.** Place the signed collections manifest in the priority service pouch or mail bag.
- **4.** Seal either the Priority service pouch using blue tamper-proof seal (SS956) or tie the mail bag with a blue bag tie (SP61) and bag label (P6668C) fully completed and affixed.

### For which destinations is this available?

2. Australia.

3. Austria.

4. Azores (Portugal).

**5.** Balearic Islands (Spain).

**6.** Belgium.

7. Brazil.

8. Canada.

**9.** Canary Islands (Spain).

**10.** Corsica (France).

11. Denmark

**12.** Estonia.

**13.** Faroe Islands (Denmark).

**14.** Finland.

**15.** France.

**16.** Germany.

**17.** Hong Kong.

18. Iceland.

19. Irish Republic.

20. Latvia.

**21.** Liechtenstein.

22. Luxembourg.

23. Madeira (Portugal).

24. Malaysia.

**25.** Malta.

26. Monaco (France).

27. Netherlands.

28. New Zealand.

29. Portugal.

**30.** Singapore.

**31.** Spain.

32. Sweden.

33. Switzerland.

**34.** USA.

Please note: Airsure® is only available to selected destinations as it can only be operated to those countries with the necessary systems and infrastructure to support the product's track & trace requirements. If a customer sends an Airsure® item to a destination that does not accept Airsure®, then the item will unfortunately have to be returned.

To view the most up to date country list visit: www.royalmail.com/trackedandsecure

### How quickly is it delivered?

### Delivery aims:

Europe: 2-3 working days\*.

Rest of World: 4-6 working days\*.

\*The above standards are monitored by International Postal Corporation to ensure reliable and consistent delivery, which is why Airsure® is only available to selected countries – those with the capability to meet the above objectives. Also, Airsure® does not provide a guaranteed or time-certain delivery service, nor does it offer compensation for delay or missing track and trace information.

# Contract Signed For® in detail

Contract Signed For™ is a priority and secure worldwide service with a signature taken at the time of delivery and depending on destination, with either end to end tracking or tracking to the point the mail leaves the UK. It also offers optional extra compensation.

### It's easy

Contract Signed For™ offers an easier ordering process via Online Business Account (OBA) and Despatch Manager Online.

### It saves you money

It's discounted for large volume international contract customers.

### It's secure

We supply you with proof of posting as standard, and International Signed For™ mail is processed via a secure network. Each item is individually listed and accounted for prior to being conveyed to the overseas postal administration or to our sister company GLS who then complete delivery of the item.

### It's a signed-for service

On delivery, the item is only handed over after it is signed for (although, please be aware that a copy of the signature is not currently part of this service). For a list of countries that provide full end to end tracking please visit our website: <a href="www.royalmail.com/trackedandsecure">www.royalmail.com/trackedandsecure</a>
For countries where the item is delivered by GLS the name of the signatory is available on their website: <a href="www.gls-group.net">www.gls-group.net</a> type Track in the search field and select Track and Trace.

### It offers peace of mind

There is extra compensation of up to £500 (although the maximum to some destinations is £250) available to you for more valuable items.

### Checklist for manual postings

Apply an International Signed For<sup>™</sup> barcoded label (P4723) to each item.
 You must also apply a CN 22 / CN 23
 customs declaration if appropriate to items which are addressed to destinations in non-EU countries.



- 2. Place all your International Signed For™ items in either a priority service pouch or mail bag. If using a mail bag use one for EU items and another bag for Rest of World.
- **3.** Complete the despatch receipt (P6565), to be signed by the driver, and place the upper copy in the priority service pouch (SS950) or mail bag. You must make sure that the despatch receipt matches the items in the priority service pouch or mail bag.
- **4.** Seal either the priority service pouch using blue tamper-proof seal (SS956) or tie the mail bag with a blue bag tie (SP61) and bag label (P6668C) fully completed and affixed.
- **5.** Complete the OBA sales order and hand over to the driver together with your mail.

In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA contingency plans followed.

In the event you hand over your mail to the Post Office directly, repeat the steps 1-3 above but do not seal the bag.

### Despatch Manger Online checklist

**1.** In addition to the application of a barcoded label, Signed For<sup>™</sup> flash labels (P6485) must be affixed to each item to ensure it is handled correctly abroad.



Print off and complete a collections manifest, to be signed by the driver, along with a confirmed sales order.

Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.

Seal either the priority services pouch using blue tamper-proof seal (SS956) or tie the mail bag with a blue bag tie (SP61) with the bag label (P6668C) fully completed and affixed.

### How quickly is it delivered?

### Delivery aims:

Europe: 3-5 working days;

Rest of World: 5-7 working days.

## Help, tips and FAQs

### What compensation can I claim?

Compensation can only be claimed in the event of loss or damage and is capped at £50 unless additional compensation has been purchased. Additional compensation is available up to either £250 or £500 depending on the destination; however, consequential loss is not available.

The maximum compensation payable when additional compensation has been purchased for items containing coins, banknotes or currency notes, securities or instruments payable to bearer (e.g. cheques; bankers drafts; travellers cheques) has been limited to £100 per item. Extra compensation is not available for mobile telephones (or PDAs or BlackBerry s, etc). Therefore, the maximum compensation payable for loss or damage to a mobile telephone is £50.

To be clear, items containing coins, banknotes or currency notes, securities or instruments payable to bearer (e.g. cheques; bankers drafts; travellers cheques), platinum, gold or silver (whether manufactured or not) and other precious stones, jewels and other valuable articles must be sent by either Airsure® or International Signed For™ (availability depending on country).

Please check individual country entries to ensure that the particular destination will accept such items and to check whether there are any other specific requirements for sending valuables to a particular country.

Claims can be made by completing the form for lost or damaged mail (P58) which customers must send with their proof of posting to the address provided on the form. If claiming for more than one lost item please use a multiloss claim form.

### Do you guarantee delivery?

Unfortunately not. Neither Contract Signed For™ nor Contract Airsure® is a guaranteed service. For guaranteed delivery, visit www.parcelforce.com

### Extra help for you?

For further information please visit www.royalmail.com/trackedandsecure

## Addressing your items properly

### Here are examples of how you should address your mail, depending on where you're sending it to:

### Western Europe

Herr Franz Huber Beethovenstrasse 12 1010 WIEN AUSTRIA

M. Emile Dubois Rue du Diamant 215 4800 VERVIERS BELGIUM

Mr Thor Nielsen Tietgensgade 137 8800 VIBORG DENMARK

Mr Torben Raldorf PO Box 100 COPENHAGEN 1004 VIBORG DENMARK

Mr Asko Teirila PO Box 511 39140 AKDENMAA FINLAND

M. Robert MARIN Rue de l'Eglise Dunes 82340 AUVILLAR

FRANCE

Mme Marie PAGE 23 Rue de Grenell 75700 PARIS CEDEX FRANCE

Mrs F Meier Weberstr. 2 53113 BONN 1 GERMANY

Mr P Kunde Langestr. 12 04103 LEIPZIG GERMANY Mr George Latsis Alkamenou 37 117 80 ATHENS GREECE

Mr Jon Jonsson Einimel 80 107 REYKJAVIK ICELAND

Mr Gerard Carey 45 O'Connell Street DUBLIN 1 REPUBLIC OF IRELAND

Sig. Giovanni Masci

via Garibaldi 27 47037 RIMINI RN ITALY

M. Jaques MULLER 71 Route de Longway 4750 PETANGE LUXEMBOURG MONACO FRANCE

Mr J van Dieten Morsstr 111 2312 BK LEIDEN THE NETHERI ANDS

Herr Hans Hansen Svingen 22 9230 BEKKEHAUG NORWAY

Senhor Carlos Manuel Pereira Av das A'Augsa Livres Monte Trigo 7220 PORTEL PORTUGAL

Rosalina Silva R Conde Redondo 80 1192 LISBOA CODEX PORTUGAL Sra Ana Jimenez Mimbreras 4 03201 ELCHE (Alicante) SPAIN

Fru Inger Lilja Vasavagen 3 4tr 582 20 LINKOPING SWEDEN

M. Andre Perret Schanzenstrasse 7 3030 BERNE SWITZERLAND

#### Mail to France

When addressing mail to France, write the surname in **CAPITAL** letters.

#### Mail to Germany

Due to Germany's strict conditions for accepting mail, when addressing your items you must:

Use the five-digit postcode.

Put the postcode before the town name.

Put the house number after the street name.

If the above is not carried out, your mail may be returned with no attempt at delivery.

### Mail to the Republic of Ireland

Only Dublin has postcodes

### Rest of World

Mr J Brownhall 264 High Street ALLAMBIE NSW 2100 AUSTRALIA

Sr. Ronaldo Ganclaves Av Paulista 952, Apto 16 B VISTA 01311-300 Sâo Paulo - SP BRAZIL

Dr Tzantcho Gantchev Dimo Hadjikimov 6 1606 SOFIA BULGARIA

M. Jen Durand 150 Rue Nepeau App 5 OTTAWA ON K1P 2P6 CANADA

Ana Car Ilica 25 41 000 ZAGREB CROATIA

M. Miroslav Ondevejka Fibichova 92 125 02 PRAGUE 3 CZECH REPUBLIC

M. Horvath LASZLO Budapest Kossuth u.7 1055 HUNGARY

Mr G Kaul 27 Rue Yafo 91999 JERUSALEM ISRAEL Mr Yushi Morimoto 504 Kasumigaseki 1 chome, Chiyoda-ku TOKYO 100 JAPAN

Mr Hong Kil-Dong 100 Sejongno, Jongno-gu SEOUL 110-050 REPUBLIC OF KOREA

Mr Joaquim Cepeda San Antonio Abad 120 - Piso 4 06820 CIUDAD DE MEXICO MEXICO

Mr B Parker 64 Waterloo Quay WELLINGTON 1 NEW ZEALAND

Mr Jan Kalinkowski ul Cicha 5 62-806 KALISZ POLAND

Mr Gheorghe Petraru Bd Golescu 38 77113 BUCHAREST ROMANIA

Ivanova I.S. Medyn oulitsa Gazagin 7 103375 MOSCOW K-375 RUSSIAN FEDERATION

Mr Stevan Raukovic Palmoticeva 2 11001 BELGRADE SERBIA (Items for the former Yugoslavia should be addressed to the Republic concerned). Mr Tan Kay Hui 532 Chai Chee Road SINGAPORE 1646 SINGAPORE

M Jan Kemr Olsanka 18 820 01 BRATISLAVA 1 SLOVAK REPUBLIC

Mr Sudhorn Yoothong 13 / 54-26 Chaeng Waltana Road Bang Kehn BANGKOK 10002 THAILAND

Mr Mazhar Alkan Iskele Caddesi 35 06101 ANKARA TURKEY

Mrs L Projivalsky 252001 KIEV Prospect F Skaryna UKRAINE

Mr Joe Engle 1612 Dexter Street FORT WAYNE, IN, 46805 UNITED STATES OF AMERICA

Mr Bill Harrison 347 L'Enfant Plaza SW WASHINGTON, DC, 20260-6500 USA

## Appendix A: Product codes

Service	Product Code
Contract Airsure®	MP1
Contract Airsure® with compensation	MP4
Contract Signed For™	MP5
Contract Signed For™ with compensation	MP6

Although correct at the date this booklet went to print, from time to time services may be added to, or withdrawn.

Up-to-date information is available at <a href="https://www.royalmail.com/internationalcontractservices">www.royalmail.com/internationalcontractservices</a>

